

Entity Grievances to the Indiana Department of Correction (IDOC)

Procedural Bulletin # 7

Purpose

To establish a consistent process of addressing grievances against a grantee entity.

Grievance Procedures from a Current State Employee or Public Safety Employee

- Write a report on the description of the grievance, include date, time, name, and position of the person issuing the grievance. If the person issuing the grievance asks to remain anonymous, IDOC will keep the name as "Anonymous".
 - Notify the IDOC Community Corrections Director and the IDOC Community Corrections Assistant Director within 1 business day of the grievance. The IDOC Community Corrections Director and IDOC Community Corrections Assistant Director will notify the IDOC Deputy Commissioner.
 - Within 30 business days, a random site visit may be conducted to investigate the claims. If a fiscal investigation needs to occur, the Fiscal Auditor will attend. Within 1 business day of the site visit, the Program Director will write a report to the IDOC Community Corrections Director with a description of the findings.
 - If the grievance is confirmed as non-compliance of the grant or a violation of the law and is verified through the random site visit, the IDOC Community Corrections Director will then notify the Entity Director and Advisory Board Chairman of the grievance. The IDOC Community Corrections' Director will proceed with Procedural Bulletin 2-5, the Notification of Contract Non-Compliance.
 - If the site visit verifies non-compliance of the procedural bulletins and/or non-compliance of evidence-based practices that does not violate the rights of the offenders, employees, or pose a serious threat to public safety, the Entity Director and Advisory Board Chairman will receive a copy of the findings. The Program Director will proceed with Procedural Bulletin 2-4, Technical Assistance Plans.
 - If the response warrants no concern with the grievance, the IDOC Community Corrections Director will notify the Entity Director that no action is needed.
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Grievance Procedures from the Public or a Grant Funded Entity Employee

- Write a report describing the grievance that includes date, time, and the name and position of the person issuing the grievance. If the person issuing the grievance asks to remain anonymous, IDOC will keep the name as "Anonymous".

- Notify the IDOC Community Corrections Director and IDOC Community Corrections Assistant Director within 1 business day of the grievance. The IDOC Community Corrections Director or IDOC Community Corrections Assistant Director will notify the IDOC Deputy Commissioner.
- The IDOC Community Corrections Director or the IDOC Community Corrections Assistant Director will notify and investigate the claim with the Entity Director of the grievance. A written response will be requested from the Entity Director and returned within 1 business day from the grant entity.
- If the Entity Director's written response is suspected of grant contract non-compliance, within 30 business days, the Program Director may conduct a random site visit to investigate the claims. If a fiscal investigation needs to occur, the Fiscal Auditor will attend. Within 1 business day, the Program Director will write a report to the IDOC Community Corrections Director with a description of the findings. If the site visit verifies non-compliance of the grant contract, the IDOC Community Corrections Director will proceed with Procedural Bulletin 2-5, the Notification of Contract Non-Compliance.
- If the site visit verifies non-compliance of the procedural bulletins and/or non-compliance of evidence-based practices that does not violate the rights of the offenders, employees, or pose a serious threat to public safety, the Entity Director and Advisory Board Chairman will receive a copy of the findings. The Program Director will proceed with Procedural Bulletin 2-4, Technical Assistance Plans.
- If the response warrants no concern with the grievance, the IDOC Community Corrections Director will notify the Entity Director that no action is needed.